Language Literacy and Numeracy (LLN)
Policy and Procedure

Policy

ABC Training and Consulting (ABC) evaluates students' Language, Literacy and Numeracy (LLN) skills before formally accepting their enrolment into a qualification to ensure they are academically suited to undertake the program in conjunction with all other entry requirements of the program. This process is conducted with honesty and integrity and uses an approved LLN Assessment Tool that validly and reliably assesses a student's competence for LLN levels against the Australian Core Skills Framework (ACSF).

LLN evaluations are done to indicate whether a student:

- Has the LLN skills to be able to complete the course.
- Needs additional coaching or support to complete the program.
- Does not have sufficient LLN skills to complete the program.

Procedure

LLN assessment process

1.1. ABC assesses the LLN of all students up to the Australian Qualifications Framework (AQF) level 4. ABC will cease to assess students who are operating at a lower level on that determination. As the Diploma and Advanced Diploma qualifications have prerequisite requirements around previously held qualifications, work experience, we have determined that AQF level 4 is sufficient.

For all states and territories and Fee-for-Service (FFS) students *other than subsidised training in South Australia (SA),* students with prior LLN assessments completed with ABC within the past twelve (12) months, or who have successfully completed a qualification at the AQF level preceding their new enrolment within the last three (3) years are not required to reattempt the assessment.

1.2. For all states and territories and for FFS students other than subsidised training in SA, ABC uses the [LLN Robot platform](). The LLN quiz is best viewed on desktop computer, laptop computer or table computer (with a screen 9 inches or bigger).

1.3. To issue a student with an LLN assessment, the applicable sales person can send them this link: https://abctraining.quiz.lln.training/?quizId=acsf4

Alternatively, an invitation can be generated directly through the LLN Robot by selecting "Invite" > "Single Learner"
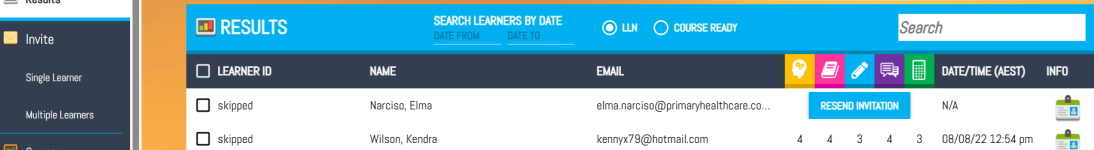
To invite a single learner, you must complete fields "Quiz", "First Name", "Last Name" and "Email.

1.4. To generate an LLN report for this student:

  i.   Highlight the student's name
  ii. Select "Export LLN Report"

iii.   Highlight the relevant course that they are enrolling into.

iv.   Select "Export LLN Report"

v.   The LLN Report can now be located in your Downloads.
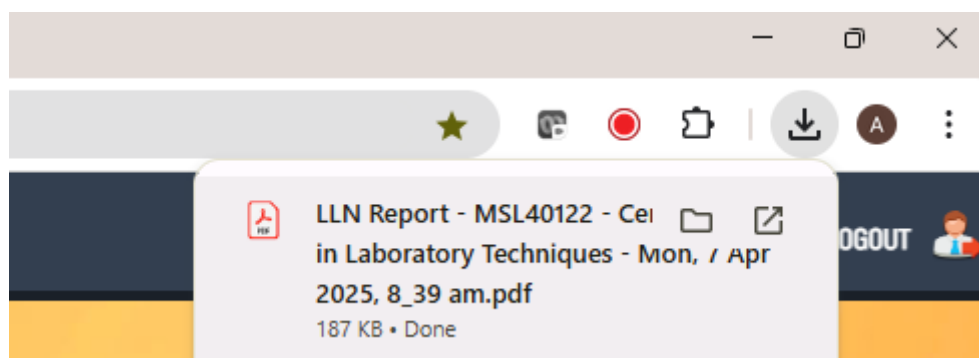
1.5. When the LLN Report is downloaded, the Student's Profile in LLN Robot is to be archived using the "Archive" button. Where duplicates exist (the student has attempted the LLN twice, or multiple invitations were sent, use the "Delete" button to remove the superfluous record.

1.6. Sometimes, a student may exit the LLN quiz before completion. You can view their progress by selecting the "INFO" button.

You can then send a reminder to the student to complete the quiz by hitting "Resend Invitation"

1.7. Students' LLN results will be saved to their individual portfolios in aXcelerate under Membership and LLN Report.

An example of an LLN report generated by LLN robot can be found here.

1.8.   In instances where the student's LLN level falls beneath that required for the course, the individual running the LLN report will receive an LLN Supplement for the core skill area where support is needed. Ensure the supplement is downloaded and saved into the student's profile in aXcelerate alongside the LLN report so that the relevant Trainer and Assessor can use this tool in their Training and Support Plan.

Hi Alescia,

You have created a LLN Report for MSM30318 - Certificate III in Manufactured Mineral Products and the following learners have training supplements available for download:

Learner ID	Name	Link to Supplement
skipped	Iomu, okati-	https://api.lln.training/abctraining/supplement/c098aff1-ea7c-4236-bd53-97022c0e0fbf

Kind Regards,

ABC Training & Consulting

1.9.   For students enrolling in subsidised training in SA, ABC **must use** the ACER OARS platform for the LLN assessment as dictated by the Upfront Assessment of Needs procedure: ACER OARS. This is covered in detail in CO-POL-061 Upfront Assessment of Needs Procedure (SA) V1.0.pdf

1.10.   Students' LLN results will be saved to their individual portfolios in aXcelerate under Membership and LLN Report.

An example of an LLN report generated by the ACER OARS program can be found here.

Evaluation of digital literacy and skills

2.1. As part of the enrolment process, students will have their digital literacy skills evaluated as part of their LLN.

2.2. LLN Robot requires students to undertake basic digital literacy skills to complete the evaluation. This includes, but is not limited to:

- The ability to log on to a computer
- Access emails and click a link within an email
- Login into an online database (LLN Robot)
- Use a mouse and keyboard
- Read and respond to online text

2.3. Students who complete their online LLN evaluation will be considered to meet the digital literacy requirements.

Conditions under which a student may immediately re-sit the LLN evaluation

3.1. Students will generally be allowed to re-sit an evaluation immediately where one of the following occurs:

- The student did not fully complete the evaluation;
- The student completed the evaluation in an unusually short time (generally 30 minutes or less) as this often indicates that a student may not have considered the importance of the evaluation;
- The student completed the evaluation in an unusually long time (generally 90 minutes or more) as this often indicates that a student was interrupted or distracted);
- PC or network issues experienced by the student;
- Where a student generally did well, but because they answered some multiple choice incompletely LLN Robot will mark the whole question as incorrect;
- They failed one section, but passed all other sections;
- The audio component failed.

Students who are not recommended to undertake the program

4.1. Where a determination is made that a program may not be suitable for a student to undertake, the Student Support Officer may refer them to complete a lower-level program (if applicable) or to a third party to assist them in developing skills to undertake the program at a later level. Examples of such programs include:

- [Skills for Education and Employment (SEE) Program](#)
- [Adult Learning Australia](#)
- [Reading Writing Hotline](#)

Compliance and Continuous Improvement

5.1. All LLN Robot assessment results must be retained by ABC for at least five (5) years and must be provided to the Secretary of the Commonwealth Department of Education and Training, the National Regulator and all State-based Funding Departments upon request. These results are stored in a secure database.

5.2. Any LLN Robot assessment results of a student's competence will be reported to the Secretary of the Commonwealth Department of Education and Training, the National Regulator and all State-based Funding Departments in the form, manner and by the time requested.

5.3. The LLN Assessment Tool used by ABC is approved by the Federal Department of Education and Training.

5.4. The LLN process and tools will be periodically reviewed to ensure ongoing validity and reliability.

Approved by: Nathan Baratta CEO

Date: 07/04/2025

Document Control

Version Number	Purpose/Changes	Author	Date
3.0	Full revision removing references to VETtrak Clarification about when LLN is required/returning students.	Alescia Nicholas	07/04/2025

Acknowledgement Form

By signing below, I confirm the following:

- I have carefully read and understood this document, including all related attachments and referenced documents.
- I have a clear understanding of the policies and procedures described herein, including the principles, processes, responsibilities, and expectations outlined.
- I acknowledge that it is my responsibility to follow the procedures and policies stated in this document. I understand that failure to comply may result in disciplinary actions as per organisational policies.
- I have had the opportunity to ask questions, seek clarifications, and request additional information about this procedure/policy. Any concerns or inquiries I had have been satisfactorily addressed.
- I understand that documents may undergo periodic revisions or updates. I agree to stay informed about any changes or amendments and to comply with the most recent version of the document.

Signature	